



# Fayetteville Veterans Affairs Medical Center Communicator

Fayetteville VAMC & Community Based Outpatient Clinics  
throughout North Carolina

[www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)

VA  
HEALTH  
CARE  
Defining  
EXCELLENCE  
in the 21st Century



**Elizabeth Goolsby**  
Fayetteville VAMC Director

## Director's Forum

by **Elizabeth Goolsby**

### *Giving Thanks in the month of November*

Moving into the month of November, our thoughts turn to family and holidays; times for sharing what is important and remembering those who made dreams possible.

Recently, I had an opportunity to sit down with a former prisoner of war from the Vietnam War. It was a reunion of sorts, since I had cared for him in a military hospital after he was released following many years of captivity. He shared some things that kept him going when those days seemed the darkest. He spoke of his family and memories of special times, as well as everyday activities that many people take for granted.

During those days of his captivity, he focused on every step, every movement and feeling he had doing routine activities, like taking out the trash for his mother. It helped him stay connected, and diverted his circumstances to other times. He also spoke of not allowing himself to ever give up. He rationalized that if his father, grandfather or great grandfather had given up when times were difficult, he would not have experienced his American dream. He said he intended to once again experience that dream, no matter how long it took. This was and is the spirit of our veterans – America's heroes.

As we pause during this month of thanksgiving to reflect and spend time with loved ones, let's also remember the spirit that made it possible for us to enjoy the month of November. It is the American Veteran who made November more than the eleventh month in the calendar; it is the American Veteran who protected us while we enjoyed dinners of the past; it is the American service member of today, our future Veterans, who will stand watch over us this year and in years to come.

Thank you America's heroes, our veterans, for making November more than the time between October and December.

### Table of Contents

- Pg 1...Director's Forum**
- Pg 2...New Medicine Chief**
- Pg 3... Veterans Day Pictorial**
- Pg 4... Nat'l Diabetes Month**
- Pg 5...Veteran's Day Tribute**
- Pg 6...Breast Cancer Pinkout**
- Pg 7...Construction**
- Pg 8...Facility Highlights**
- Pg 9...Secure IT Training**
- Pg 10...Flu Shot information**
- Pg 11...Hospital of Horrors**
- Pg 12...Kudos & Cheers**
- Pg 13...HAS project**
- Pg 14...Honor Flight**
- Pg 15...Hispanic Heritage Day**



**FVAMC** ★ Access to safe, high quality patient care and service ★ Being the employer of choice  
**Priorities** ★ Being a good steward of our resources with time, people, space and dollars

# NEWS

## Fayetteville VAMC Approved for Oncology

The Fayetteville VA Medical Center received notification October 31 that its request to provide Oncology service to area Veterans was approved by Under Secretary for Health Robert Petzel. In his comments, Petzel said “the addition of on-site chemotherapy will provide Veterans with improved continuity of care.” He added the move will also contribute to a reduction of costs for VA.

The approval was based on recommendations from the Principal Under Secretary for Health, Acting Deputy Under Secretary for Health Operations and Management and the Deputy Under Secretary for Health for Policy and Services, after receiving support from Mid Atlantic Health Care Network Director Dan Hoffmann and the commitment of facility leadership. Oncology service will commence once the facility is appropriately outfitted and staffed for operation.

## Medical Center Announces New Medicine Chief



Fayetteville, N.C. -- Fayetteville VA Medical Center is pleased to welcome a new leader in its clinical operations. October 1, Dr. Gary L. Badzinski, an interventional cardiologist with 25 years of interventional experience assumed responsibilities as the medical center's Chief of Medicine.

Dr. Badzinski held prior positions in VA as well as the private sector and several teaching positions. He joins the facility's leadership team after serving as a staff cardiologist and interventionalist with special interest in structural heart disease at Oklahoma State University Medical Center, where he also had teaching duties and was Chair of the Morbidity and Mortality Committee and Cardiovascular Service Line Chief.

“We are quite fortunate to acquire a leader who has talent of the breadth and depth Dr. Badzinski brings with him,” said medical center Director Elizabeth Goolsby. “The experience he brings to the table will certainly contribute to our efforts to offer Veterans the best possible care.” She concluded, adding, “The insight I am confident he is bound to provide on a variety of functional levels will be fresh and distinctive.”

Dr. Badzinski, who is trained in nuclear medicine, has founded and directed three cardiac rehabilitation centers in Colorado and Oklahoma.

## ATTENTION VETERANS:

**By 1 October 2013, Fayetteville VAMC will have new Kiosks installed at most clinic locations. To check in, patients must have their color Identification Card as shown above. These cards protect your personal identity by using a barcode to secure your social security number, birth date and more. Walk in to get your photo taken at the Medical Center ID Card office located in the basement, room #0066 (near the pharmacy). Call Vivian Downs at 910-488-2120 ext. 7620 to make sure you have the right ID card. Veterans can al-**

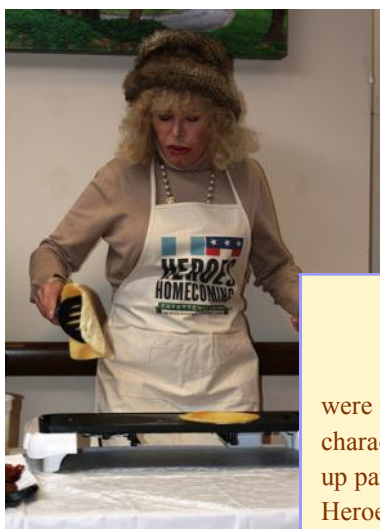


**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars

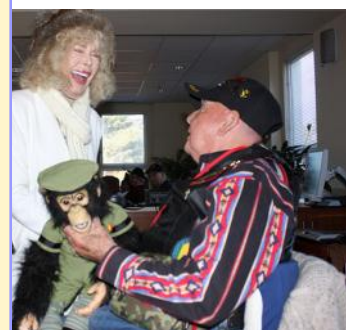
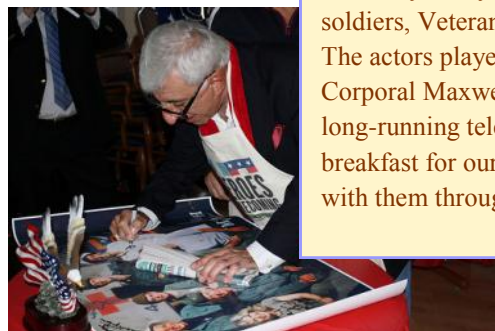


# NEWS



## M.A.S.H. Characters visit Fayetteville VA

Veteran CLC residents in the Fayetteville VA Medical Center were treated to breakfast this Veterans Day by a trio of well-known characters. Actors Bill Christopher, Jamie Farr and Loretta Swit served up pancakes and sausages November 11 for the culminating event of Heroes Homecoming, a Veterans Day weekend long extravaganza presented by Army's Army, a non-profit organization dedicated to helping soldiers, Veterans and their families, headquartered in Fayetteville. The actors played characters Father John Patrick Francis Mulcahy, Corporal Maxwell Q. Klinger, and Margaret "Hotlips" Houlihan on the long-running television sit-com M.A.S.H. They spent time cooking breakfast for our Veterans, serving them at their tables, and chatting with them through the morning.



**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars



# NEWS



## November is National Diabetes Month

Join the National Eye Health Education Program (NEHEP) in educating people about diabetic eye disease.

Diabetic eye disease refers to a group of eye problems that people with diabetes may face as a complication of the disease, which if left untreated, can lead to vision loss or blindness. These include cataract, diabetic retinopathy, and glaucoma.

NEHEP offers a variety of resources in English and Spanish for community organizations and health professionals to use when educating people with diabetes about how they can protect their sight. Below are a few samples of resources you can use in your community during National Diabetes Month.

**Diabetic Eye Disease Infographic (in [English](#) and [Spanish](#))**—An at-a-glance visual representation of diabetic eye disease, its prevalence rates, and what people can do to protect their vision.

**[Social Media Toolkit](#)**—A variety of social media resources available from NEHEP, including sample Facebook and Twitter messages about diabetic eye disease and other tools that raise awareness.

**National Diabetes Month [Announcements](#) and [Receipt Messages](#)**—Short messages to play on a phone line, announce over a public address system, or print on store receipts or statements.

**[Diabetic Eye Disease Vodcast](#)**—A video in which an eye care professional explains the importance of detecting diabetic eye disease early and how to treat it.

**[Diabetic Retinopathy Animation](#)**—A visual depiction of how diabetes affects the blood vessels in the retina.

**[Web Buttons](#)**—Buttons that can be embedded on a website or blog that will link to the National Diabetes Month Website.

**[E-Signature](#)**—An e-mail signature that can be added to messages that will link to the NEHEP Diabetic Eye Disease Education Website.

**[Public Service Announcements \(PSAs\)](#)**—A variety of PSAs that can be downloaded and used in magazines, newsletters, and newspapers or posted on websites or social media outlets.

**Drop-In Articles**—Articles offered in [English](#) and [Spanish](#) that can be placed in your organization's newsletter or website, or sent to your constituents or local media.

**Diabetic Eye Disease Education Website**—A consumer-friendly website available in [English](#) and [Spanish](#) where people can learn about early detection, timely treatment, and follow-up care for diabetic eye disease.

With early detection, timely treatment, and appropriate follow-up, severe vision loss from diabetic retinopathy can be reduced by 95 percent. Join us in spreading the word!

Visit <http://www.nei.nih.gov/nehep/NDM> for more.



FVAMC  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars

# America's Veterans

## The History of Veterans Day

November 11, or what has come to be known as Veterans Day, was originally set as a U.S. legal holiday to honor Armistice Day - the end of World War I, which officially took place on November 11, 1918. In legislature that was passed in 1938, November 11 was "dedicated to the cause of world peace and to be hereafter celebrated and known as 'Armistice Day.'" As such, this new legal holiday honored World War I veterans. In 1954, after having been through both World War II and the Korean War, the 83rd U.S. Congress, at the urging of the veterans service organizations, amended the Act of 1938 by striking out the word "Armistice" and inserting the word "Veterans."

With the approval of this legislation on June 1, 1954, November 11 became a day to honor American veterans of all wars. In 1968, the Uniforms Holiday Bill ensured three-day weekends for Federal employees by celebrating four national holidays on Mondays: Washington's Birthday, Memorial Day, Veterans Day, and Columbus Day. Under this bill, Veterans Day was moved to the last Monday of October. Many states did not agree with this decision and continued to celebrate the holiday on its original date. The first Veterans Day under the new law was observed with much confusion on October 25, 1971. Finally on September 20, 1975, President Gerald R. Ford signed a law which returned the annual observance of Veterans Day to its original date of November 11, beginning in 1978. Since then, the Veterans Day holiday has been observed on November 11.

### Celebrating Veterans Day



President Eisenhower signs HR7786, officially changing Armistice Day to Veterans Day.

If the November 11 holiday falls on a non-workday -- Saturday or Sunday -- the holiday is observed by the federal government on Monday (if the holiday falls on Sunday) or Friday (if the holiday falls on Saturday). Federal government closings are established by the [U.S. Office of Personnel Management](#). State and local government closings are determined locally, and non-government businesses can close or remain open as they see fit, regardless of Federal, state or local government operation determinations.

United States Senate Resolution 143, which was passed on August 4, 2001, designated the week of November 11 through November 17, 2001, as "**National Veterans Awareness Week.**" The resolution calls for educational efforts directed at elementary and secondary school students concerning the contributions and sacrifices of veterans. For more information and frequently asked questions, visit the [VA website](#).



## Ways to Give Back to Veterans

Edited from Military.com by Rainier Fucian

With Veterans Day approaching, it can be difficult to know how you can contribute and give back to our nation's wounded warriors. There are many charities focused on everything from veterans assistance to more targeted organizations focused solely on Special Forces soldiers. If you want to support veterans and servicemen and women this November (or any time during the year), here are a few good places to start.

### Disabled American Veterans

Disabled American Veterans (DAV) offers a variety of services to disabled veterans and their families. With more than 1.2 million members, DAV provides its members (veterans and their families) help with disability assistance, their VA pensions, job programs and more. It receives no government funding, so donations and gifts are crucial to keep providing services to veterans.

### Wounded Warrior Project

You can support the Wounded Warrior Project in a number of ways: by hosting a Supporter Event, sending letters to an injured service member, giving a monthly gift, or making a donation in honor of a loved one.

### Homes for Our Troops

Not everyone can give a monetary donation, so there are a number of charities that need volunteer assistance in addition to financial help. [Homes for Our Troops](#) uses volunteers

to build homes or adapt existing homes to meet the needs of injured veterans. While the group does use grant money from the Veterans Administration, that often does not cover the cost of construction.

### Don't Forget About a Soldier's Best Friend

Dogs are a big part of the lives of our soldiers and veterans. From military working dogs on the front lines to guide dogs providing safety and companionship for wounded veterans, military service dogs need love too. There are many programs to help provide for these brave dogs.

### The USO

The USO provides a way to support active-duty troops. Though the USO does take cash donations to provide many services, there are better ways to support the troops during the holiday season. The USO offers [USO Operation Phone Home](#), which delivers a \$50 prepaid international calling card to troops.

### Operation Write Home

[Operation Write Home](#) offers active duty service members the opportunity to write home by sending blank, handmade greeting cards that they can send back home, along with 20 -30 letters of encouragement from citizens. OWH asks for supporters to donate money to help cover costs or to make their own card design to help brighten the correspondence of active military.

For more on military family and veteran support services, visit the [Military.com Family Center](#).



**FVAMC** ★ Access to safe, high quality patient care and service ★ Being the employer of choice  
**Priorities** ★ Being a good steward of our resources with time, people, space and dollars



# HIGHLIGHTS

## PINKTOBER - October was Breast Cancer Awareness Month

Submitted by Norma Fraser

"Education and early detection are so important in the continuing fight against breast cancer," stated Sandra Smith, Women Veterans Program Manager, referring to October events commemorating Breast Cancer Awareness Month. Several sessions took place, with the annual Breast Cancer Awareness Walk, here October 23.

A prayer kicked off the event for pink-clad breast cancer survivors and community members walking the fit trail. They finished at the medical center's fountain, gushing great plumes of pink water in solidarity, for a picture.



During the reception that followed, Nurse Practitioner Jan Rogers shared her breast cancer journey. Dressed in pink shorts and top with pink and white plaid knee socks, she recounted the day she first noticed something was different. Listeners laughed and cried throughout her story.

Rogers described a day in late February, 2008. "I caught my silhouette in the mirror ...and noticed an inward pucker on the right side of my breast, not much but just enough to catch my attention. I made a mental note to call my GYN provider."

She continued, adding, "I had an ultrasound. I met my provider...and there we stood...looking at it... even I could tell it did not look good. I was whisked to the mammogram room...My husband was waiting for me in the car and I remember shaking my head and telling him... they think I have breast cancer!"

"We looked at each other, he rubbed my hand. After the biopsy was completed, three weeks after the ultrasound, it was official...I had breast cancer, stage IIB, Her2 Positive with lymph node involvement."

Before the diagnosis, Rogers said she told a patient he could stay stuck or he could move forward, but it was his choice. "Boy, did I have to live by my advice!" she exclaimed. "And being stuck was not an option." She underwent a mastectomy, six cycles of triple med chemo, six weeks of radiation, a year of Herceptin infusions, a three-step reconstruction process, and five years of taking a pill every day to keep the breast cancer at bay.



Sitting in an exam room, she heard a doctor's voice on the other side of the door, "and, she related, "You could hear him saying, unfortunately, this is a highly aggressive cancer." The doctor opened the door and a physician assistant student followed him in...She declared, "Then it hits you – he was talking about me!"

Rogers began wearing a prosthesis after her treatment. "Finally you get tired of looking for it and walk around lopsided, not even caring." She was going through so much; "Ports being placed and taken out; hair falling out and growing back in; toe nails falling off; taking a shower was exhausting."

Now, Rogers gleefully claims that "climbing the stairs is a joy. She recalled the kindnesses: "a co-worker who gave you a pink hat so you could leave the wig at home." There were patients who kept her in their prayers. Family offered kisses and were with her for treatments. A co-worker dressed her radiation wounds. Church members brought food after her chemo treatments.

Continued from page 5.



**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars



# CONSTRUCTION UPDATES

Construction has begun and land is now being cleared for the new Health Care Center (HCC) in Fayetteville, N.C. The new clinic will be located at the intersection of Old Raeford Road and Reilly Road, approximately 10 miles from the Fayetteville VA Medical Center's main campus. The new HCC facility, an ancillary of the Fayetteville VA Medical Center is slated to be completed in 2015.

When complete, the Health Care Center will provide Veterans a medical facility where state of the art care will provide primary care, specialty care, day surgery, audiology, pharmacy and radiology services, and will include an eye clinic in a patient-centered environment. It will enhance and improve the outpatient health care environment for up to 38,000 Veterans and their families. (Staff photos)



**Land Cleared for Fayetteville HCC, Due 2015**

**VA Learning Opportunities Residency 2013**

What is VALOR? A program that provides opportunities for outstanding students in nursing

**VALOR**

Medical/Surgical Student: Kate Gadsden (right)  
Preceptor: Hal (left)  
Nursing Manager: Sarah (bottom middle)

"VALOR has taught me to use critical thinking and nursing knowledge in the clinical aspect."

Emergency Room Student: Jennifer Davis (middle)  
Preceptors: Jess (left), Lisa (right)  
Nursing Manager: Charles (right)

"This program has been able to put the clinical perspective into what we are learning in the classroom."

**THANK YOU EVERYONE FOR THIS LEARNING EXPERIENCE!**

Medical/Surgical Student: Diane Oak (top right and bottom middle)  
Preceptors: Joy (left) and Kim (right)  
Nursing Manager: Sarah (bottom middle)

"The VALOR Program has been very beneficial to my learning in the classroom and applying it in a real patient setting. I will always remember this experience as a building block to one day becoming an RN."

Operating Room Student: Richard Genshorn (middle)  
Preceptors: Sophia (right)  
Nursing Manager: Dyanne (left)

"The VALOR Program has given me the opportunity to apply and appreciate nursing."

Special Thanks to Veterans Health June Rudy, Angela, and Allen as well.

For more information on Valor contact Valor Coordinator: S. Beckler, RN, MSN/act, rch@va.gov



**FVAMC  
Priorities**



**Access to safe, high quality patient care and service**



**Being the employer of choice**



**Being a good steward of our resources with time, people, space and dollars**



# HIGHLIGHTS

## *Breast Cancer story Continued from page 5 —*

Then, “There was the message on my answering machine from my little granddaughter, saying...”Grammy I know sometimes people with breast cancer die, but I really don't want you to die.”” She saved it, “and I cry every time I hear it.” Ms. Rogers delivered a powerful message of courage, faith, hope, love and perseverance. She hopes more women, who are checked for breast cancer early and often will be able to relate similar stories.



*Staff members around the medical center wore pink and participated in activities throughout the month of October in support of Breast Cancer Awareness, including this group that was “Pinked Out” for the annual Breast Cancer Awareness Walk.. (Photo by Brad Garner)*

## **A Brief History of the Physician Assistant**



Fayetteville VA Medical Center celebrated National Physician Assistant Week October 6-12. The concept of non-physician medical providers can be traced as far back as the 17<sup>th</sup> century when the barber surgeons in the army, worked as army field surgeons for the German and Swiss Landsknecht.

The PA profession was first proposed in the United States with the "creation of two new groups of assistants to doctors from nonmedical and nonnursing personnel."<sup>1</sup> Dr. Eugene A. Stead, Jr. of the Duke University Medical Center in North Carolina assembled the first class of physician assistants in 1965, composed of former U.S. Navy hospital corpsmen. The first employer of PAs was the then Veterans Administration (VA), known today as the Department of Veterans Affairs.

Today, the VA is the largest single employer of PAs, employing nearly 2000.

A physician assistant (PA) is a highly skilled medical professional who works as part of a physician led team, providing comprehensive health care. PAs perform medical histories, physical examinations, and medical procedures, as well as ordering and interpreting laboratory and X-ray studies. PAs are authorized to prescribe medications in all 50 states and the District of Columbia.

Physician Assistants are accredited through a PA educational program certifying they are highly skilled, nationally certified and state-licensed to practice medicine. There are now 172 accredited Physician Assistant programs. The Bureau of Labor Statistics projects a 30% growth for PAs from 2010 to 2020.

## **WORSHIP SERVICES**

### **IN OUR MEDICAL CENTER CHAPEL**

**PROTESTANT SERVICE: SUNDAYS 2:00 pm**

**CATHOLIC MASS: SUNDAYS 11:00 am**

**MONDAY - THURSDAYS 12:00 pm**

*All Are Welcome! Contact us at 7031/5906*



**FVAMC**  
**Priorities**

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars



# HIGHLIGHTS

*Annual SecureIT Day Training*

## Protecting Veterans It's In Your Hands!

Information security and privacy awareness are two vital areas of focus in VA. Our nation's Veterans depend on you to keep their personally identifiable information and protected health information secure. As a VA employee or support staff member, you are required to complete approved courses on these subjects and acknowledge and accept VA's National Rules of Behavior every 365 days. The new VA Privacy and Information Security Awareness and Rules of Behavior course is now available from IT Workforce Development.

### **What is YOUR SecureIT Day?**

Your SecureIT Day is the date by which you must complete your annual training. Your SecureIT Day is calculated 365 days from the date you completed your last information security and privacy awareness course and signed the VA's National Rules of Behavior. You can find your SecureIT Day by signing in to VA's Talent Management System (TMS) and viewing your To-Do list.

### **Course Title:**

[VA Privacy and Information Security Awareness and Rules of Behavior](#)

TMS ID: 10176

Take some time today to find your SecureIT Day. Be sure to complete your training. Keeping our Veterans' information and privacy secure is of critical importance, and it's in your hands.

**Have questions?** Please send an email to [vaitwd@va.gov](mailto:vaitwd@va.gov).



**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars

## DID YOU KNOW?

Medication errors can happen to any nurse. In fact, nurses who have practiced more than 20 years have likely experienced near fatal medication errors. Most medication errors are related to systems issues. An error can occur in prescribing, dispensing, administering, monitoring, or documenting. Medication errors can also occur when the person performing the task fails to do what is plainly visible and cannot explain what happened. These errors are called “inattention blindness” and can affect anyone—even the most conscientious individual. Some measures aimed at preventing medication errors include teaming pharmacists and nurses and investing in automated medication systems. The Joint Commission requires medication reconciliation to ensure that patients receive the correct medication at the correct dose. Identifying errors is also important in preventing them; an environment free from blame will assist hospitals in truly understanding why errors occur and finding ways to prevent them. Please report all medication errors, or close calls through the “ePER” system on the VA Intranet Home Page under “Quicklinks”. It’s fast and requires no log in or password.

Keeping our Veterans’ Medication Reconciliation current is all of our responsibilities.  
Did you know that:

50% of all medication errors and 20% of adverse drug events in the hospital due to poor communication at handoffs

100% of the time there were variances between medication orders and information from patient or prescription labels on the container

Medication Reconciliation done effectively can correct these issues. Ensure you review medications with the Veteran at every appointment and give them a printed list of medications with instructions to bring it with them to carry it on their person at all times.

(content written by Dee Garriss )

## It's Flu Season

Flu vaccines are available for eligible Veterans at medical centers and clinics throughout the VISN. Getting a shot is especially important for people with chronic health conditions such as asthma and diabetes, or a weakened immune system, and all Veterans age 50 or older.

Influenza is a serious disease. More than 36,000 people die from the flu each year in the United States, with another 200,000 requiring hospitalization from flu related complications. Enrolled Veterans can get free flu shots at a VA clinic during the times listed:

**By appt.**

**8:00-11:30 a.m. & 1:00-3:00 p.m.,**

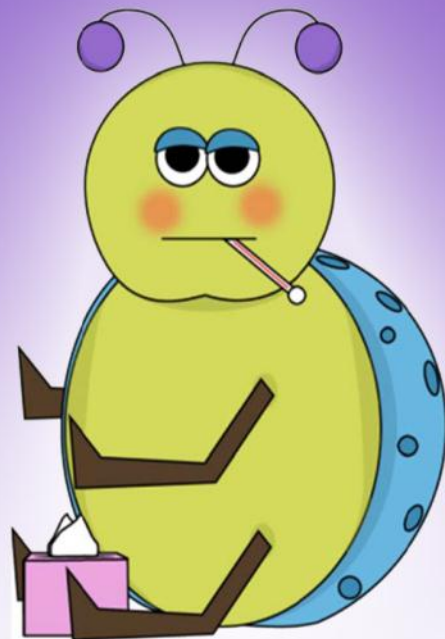
**walk-ins**

**9:00 a.m. to 3:30**

**CBOCs**

**8:00 a.m. – 4:30 p.m.**

**YOU ARE GOING  
TO GET BUGGED  
ONE WAY OR  
ANOTHER...  
EITHER BY US OR  
BY THE FLU**



**BE PREPARED FOR THE UPCOMING 2013 FLU SEASON. GET VACCINATED.**

*Please Inquire@Your Primary & Specialty Care Clinics*



**FVAMC** ★ Access to safe, high quality patient care and service ★ Being the employer of choice  
**Priorities** ★ Being a good steward of our resources with time, people, space and dollars



## “Hospital of Horrors” uses humor as Educational Tool

Submitted by Norma N. Fraser



Five newly renovated rooms in the 2<sup>nd</sup> floor Sleep Lab area here were recently transformed into a “Hospital of Horrors”. Patient Safety used the program to teach safe practices and standard of care concepts to partici-

pating staff, volunteers, Veterans and family members October 17.

Each room represented different safety-related horrific themes, including surgery/identification/medication; infections/pressure ulcers; alarm fatigue/falls; communication; and suicide. Participants observed the vignettes, noting patient safety infractions. They were also tested on their general patient safety knowledge and then escorted to each room by a staff member representing “Director Ghoulsee” and another “Staph” member.

The event was the brainchild of FVAMC’s Patient Safety Manager, Tamara Passut who stated, “I was looking for a new and innovative way to energize staff to talk about patient safety as an everyday topic, without medical jargon or a lecture.”

The rooms were outfitted with rats, spiders, snakes, and all manner of spooky things. Warning signs advising visitors of hazards along the way included “Disregard for patient safety ahead” and “Don’t be next” were posted along the hallway.



Eight Active Duty Soldiers from the 10<sup>th</sup> Press Camp Headquarters, Ft. Bragg volunteered their time and experience in videography, acting, broadcasting etc. to ensure it was an amazing event and experience. Twelve Hospital Staff members also educated visitors on patient safety goals and facilitated the event by acting in the Patient Safety Horror scenes. Laughter rang out as the performances unfolded.

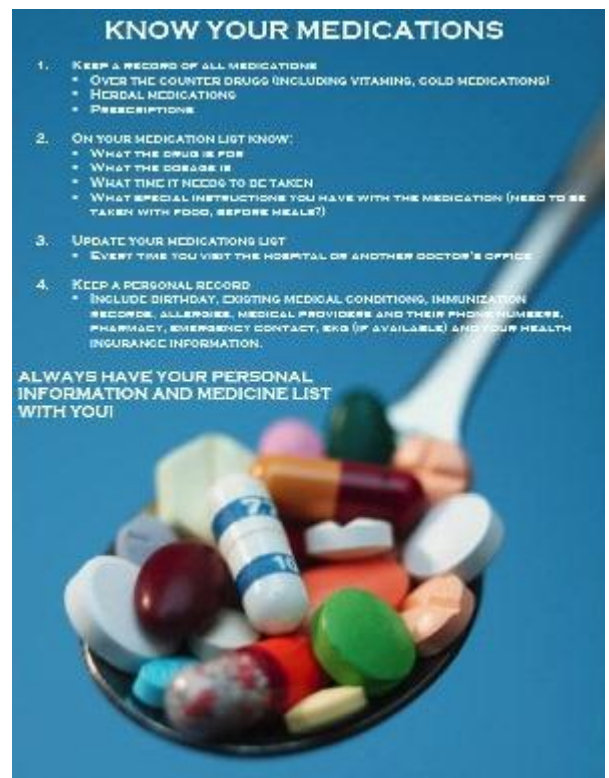
Passut declared, “I was so inspired by our staff’s will-



ingness to step up and how enthusiastic they were to participate and attend the event. It was a great time and pinpointed topics that are not discussed; perhaps due to shame and/or fear.”

Someone even contributed a special Patient Safety song that was performed by the actors. The 10<sup>th</sup> Press Camp videotaped the performances. Once edited, the video will be used in patient safety training.

Passut added that, “This [program] created an open and safe environment to talk about those issues and safety standards, which I hope will have a lasting impact on staff, patients and family members.”



**FVAMC**  
Priorities



Access to safe, high quality patient care and service



Being the employer of choice



Being a good steward of our resources with time, people, space and dollars

# KUDOS & CHEERS



Theresa Whittington, Clinical Dietician, N&FS, Paul Witt, Chief, Chaplain Service, and Carolyn Diaz, Chief, Social Work Service, attended the first of Learning Resources' new round of Director's Leadership Roundtable discussions. This year instead of reviewing books the group will be reviewing articles. The first topic is from The Wall Street Journal – ***“What is the Difference Between Management and Leadership?”*** Twelve supervisors met to talk about the article October 21 and discussed the differences. The program is part of the Supervisors Training Program and meets once per quarter.

## Congratulations

to the Safety and Fire Protection Staff for achieving Silver Level status in meeting the 2013 VISN 6 Annual Workplace Evaluation for Safety and Fire Prevention Program Benchmark!



## National Prosthetics Week November 4– through 9



## Presidential Management Fellow

Please welcome Ms. Tanya Guimont, a Presidential Management Fellow here for the next two years. Tanya is a 23 year Retired Army OIF/OEF Combat Veteran with experience in assignments as Program Analyst, Program Manager, Senior Drill Sergeant, Senior Technical Engineer, Company 1<sup>st</sup> Sergeant, and then Battalion leader. She has an MBA, focusing in Human Resource Management. During her first year of learning, she will spend time in rotational assignments to varied clinical and administrative sections and will also be the RTLS Site Deployment Manager for that project across our health enterprise. She is married with 5 children; one is serving actively in the US Army, deployed to Afghanistan. She is also a grandmother of one. Tanya will be located in room 106A and her phone extension will be assigned shortly. So, please welcome her onto the team and thank you in advance for helping her to assimilate to VA and to Fayetteville.



## X-Ray Capability Celebrated

National Radiologic Technology Week® is celebrated annually to recognize the vital work of Radiologic Technologists (RTs) across the nation. The celebration takes place each November to commemorate the anniversary of the x-ray's discovery by Wilhelm Conrad Roentgen on Nov. 8, 1895.

The week-long celebration calls attention to the important role medical imaging and radiation therapy professionals play in patient care and health care safety. This year's theme is ***“R.T.s: Positioning Ourselves for Excellence.”***

In VHA, we have over 3000 Radiologic Technologists in the different modalities from Diagnostic Radiology and Ultrasound to Nuclear Medicine and Radiation Therapy. These technologists provide excellent quality diagnostic services to our nations heroes, the Veteran, daily. Please take a moment to thank an RT for their contributions and dedication to the largest healthcare system in the world.



**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars



# Employee Spotlight

## HAS gets Boost from Patient Care Assignment

By Steve Wilkins  
Fayetteville public affairs



Amy Perrault

The medical center benefitted considerably when a staff member made the most of her recent deployment to VA's central office in Washington. Although Amy Perrault served there as a program analyst for patient care operations, she returned with an administrative treasure trove. She jumped right in where she noticed a need here. "Amy is an outstanding individual who truly puts the VA first," declared Michael Cleary, director of Health Administrative Services. Cleary, whose department will benefit most from the changes, was Perrault's supervisor before her temporary duty. She is now working in the Chief of Staff Office. "But she still finds time to help us with any project," he added. Perrault, who tends to shine in her assigned tasks (an Air Force Veteran, whose career took her to Kunsan AFB, South Korea, Nellis AFB, NV and Wright-Patterson AFB, OH where she was selected Base Airman of the Year) said she agreed to "teach back" for staff members when she returned.

Her effort here became a work group dedicated to facility efficiency through three projects: A Medical Center Telephone Roster, a SharePoint site for HAS, and a suspense log. "I worked with the HAS Chiefs to recruit staff for anyone interested in a workgroup," Perrault said. "From there we just ran with it."

The SharePoint Site features departmental information, useful links, performance evaluation guidance, and a calendar. The project lead, Rosemary Smith, worked with VISN 6 IT specialists to process data. It will be public in about 2 weeks.

The group also by service. Chelsea Williams feature has reduced

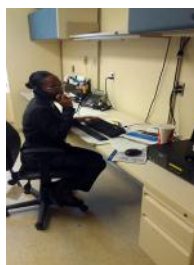
Jason Neeley was presented to key has a directory to assist added that, "the benefit clinics and personnel."



Rosemary Smith

created an HAS suspense log, which tracks issues and provides a process of elimination led the team that implemented the system. Already the resolution time by 10 days.

telephone roster project, which is already complete and leadership. Neeley said, "it is important that the facility in getting connected with the correct department." He efficiency. It will take far less time to find numbers for



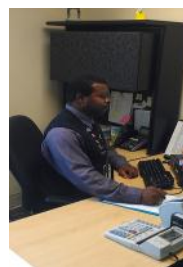
Chelsea Williams

The work group meets every Friday on Live ing experience. It was difficult in the beginning, keeping the teamwork came out thriving from each member, as project. "

"They back each other up and help each other through the projects. ing the Service Line," according to Cleary. Other members include Abby McCain. "They all have been a pleasure to work with and they have devoted the projects have come together," Perrault stressed about her team. "They other as we go."

The entire team looks forward to future projects. Smith explained, "I amount of participation for the next project." She said more hands meant Perrault summed up the experience with expectations for the future as well, success of this group, we hope to work projects in the future to better the facility lines of communication, morale, and career development of the workforce here in Fayetteville.

Lync Meeting. Smith said, "the work was a great learn- people motivated, but once we established the workgroup we drew closer to the end of the pro-



Jason Neeley

They have been vital asset in assist- Parker, Krystal Redd, and Tonya extra time and effort to ensure all leave no man behind....helping each

would like to work on increasing the greater sharing of responsibilities. saying, "I'm so pleased with the



Abby Parker



Krystal Redd



Melinda Johnson



Tonya McClain



**FVAMC**  
Priorities

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars

# HIGHLIGHTS



## ***'Honor Flight' Premier To Be Held In Fayetteville Dec. 8***

A special screening of *Honor Flight, One Last Mission*, will be held at the Crown Arena in Fayetteville at 2:30 p.m. Sunday, Dec. 8, 2013. Admission is free for all World War II Veterans and their families.

Honor Flight is a heartwarming documentary film about four living World War II Veterans and a Midwest community coming together to give them the trip of a lifetime.

The trips are called "Honor Flights" and for the Veterans, who are in their late 80s and early 90s, it's often the first time they've been thanked and the last trip of their lives. The 24-hour journey is full of surprises that deeply move all who are involved. It's uncommon for World War II Veterans to talk about the War, but the Honor Flight experience brings their stories out. Many Veterans say, with the exception of their wedding day and the birth of their children, the trip is the best day of their life.

However, success is all but ensured. Volunteers race against the clock to fly thousands of World War II Veterans to Washington, DC to see the memorial constructed for them in 2004, nearly 60 years after their epic struggle. While more than 5,000 Veterans have been flown from North Carolina, 1,000 World War II Veterans die every day and getting them on an Honor Flight is a constant struggle.

The film features Orville Lemke, a former plumber and beloved father of nine who fights to hold off terminal cancer so he can make the trip, and Julian

Plaster, an 89-year-old poet who has survived almost all of his friends and family.

Honor Flight also chronicles the stories of Veterans Joe Demler and Harvey Kurz. They raise money for and promote the Honor Flight program to help fly as many of their fellow Veterans as possible. Joe, a retired postmaster, was famously pictured in Life magazine as "the Human Skeleton" upon his liberation from a German POW camp. Days from death, he weighed just 70 lbs. His comedic sidekick, Harvey, saw the iconic flag go up at the Battle of Iwo Jima, unbeknownst to the shoppers he bags groceries for at the local Pick n' Save.

As the Honor Flight trip unfolds, Orville, Julian, Joe, Harvey and others share their stories and wisdom. While the Honor Flight program is meant to give something back to these humble heroes, the sheer goodness they embody and their profound appreciation for life in freedom, transforms the lives of everyone they meet.

The Honor Flight Network is a nonprofit organization that has flown over 100,000 Veterans to Washington, DC. It consists of 117 hubs across the country. To learn more, please visit [www.honor-flight.org](http://www.honor-flight.org).

People interested in attending the show should call 910-323-1991 or visit [www.community-concert.com](http://www.community-concert.com).



**FVAMC**  
Priorities



Access to safe, high quality patient care and service



Being the employer of choice



Being a good steward of our resources with time, people, space and dollars



# Medical Center Recognizes Hispanic Heritage Month



Veterans, staff and public visitors were treated to a special display of artwork, presented during a lecture presentation October 15 at the medical center's front lawn gazebo in celebration of Hispanic Awareness, part of the medical center's recognition of Hispanic Awareness month. Vanessa Lech, who is interning here from UNC Pembroke coordinated the event, which included speakers from Fayetteville State University, Socorro Hernandez-Hinek and Dr. Daniel Montoya. The art, rooted in Hispanic origins was displayed in bulletin board cases around the facility and a larger piece was displayed in the main hallway during the weeks leading up to the event.

Hernandez-Hinek teaches drawing, ceramics, sculpture and art history. A variety of influences and experiences have shaped her creative life.

**Montoya** is currently Director of the Biopsychology Laboratory at Fayetteville State University, whose main focus is on the physiological bases of learning and memory.

The two spoke to a large audience about their work, lives and Hispanic heritage. Later Hernandez remarked that she was impressed with the enthusiasm translated through the event. She was also complimentary toward the facility staff who coordinated and produced the event, saying they had done a "fantastic job!". Staff from BIOMED helped with the transport of the art on the grounds. EMS arranged the chairs and Otha Kimbrough ordered the refreshments.

The newsletter is published by the last week of each month.

Please share your story ideas and photos with us. Enjoy!

**Norma Fraser and Steve Wilkins, Public Affairs Office,  
(910) 822-7929**

**[www.FayettevilleNC.VA.Gov](http://www.FayettevilleNC.VA.Gov)**

*Layout/content/photos by Steve Wilkins, Fayetteville VAMC*



**[www.Facebook.com/  
FayettevilleVAMC](http://www.Facebook.com/FayettevilleVAMC)**

**Like us on Facebook**



[www.facebook.com/fayettevillevamc](http://www.facebook.com/fayettevillevamc)



**FVAMC  
Priorities**

★ Access to safe, high quality patient care and service ★ Being the employer of choice  
★ Being a good steward of our resources with time, people, space and dollars